



Civil Enforcement

course content

Dispensation Processing

➤ Who will the course benefit?

This training course is for users of the Civil Enforcement System who will be processing parking Dispensations and the receipt of payment. Dispensations are part of the Services module.

➤ Pre-requisites

Attendees must have a working knowledge of Windows applications and should also have basic keyboard skills.

➤ Course reference

7TCE023

➤ Duration

One day.

➤ Further information

For additional information on this course or any other training issue please e-mail training@civica.co.uk

➤ Course objectives

By the end of the course attendees will have an understanding of:

- Conventions
- Overview
- The dispensation search facility
- Processing applicants
- Dispensation locations
- Dispensation dates
- Dispensation reasons
- Restrictions
- Reversing authorisation
- Vehicles
- Correspondence
- Payments
- Automatic progression
- Standard reports
- Audit